

PTO-1449 Information Disclosure Citation in an Application	Application No.	Applicant(s)
	09/547,627 Docket Number 066416.0103	Daniel N. Duncan, et al. Group Art Unit unknown
	Filing Date April 12, 2000	

U.S. PATENT DOCUMENTS

	DOCUMENT NO.	DATE	NAME	CLASS	SUBCLASS	FILING DATE
A						
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M						

FOREIGN PATENT DOCUMENTS

	DOCUMENT NO.	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION
						NO
N						

NON-PATENT DOCUMENTS

	DOCUMENT (Including Author, Title, Source, and Pertinent Pages)	DATE
O	Lucent's CentreVu® Advocate SM white paper; "Lucent's CentreVu Advocate, Breakthrough Solutions for your Success"; Lucent Technologies.	
P	CentreVu® Advocate SM Research Simulation white paper; "CentreVu Advocate Research Simulation, Environments with CentreVu Advocate"; Lucent Technologies.	
Q	CentreVu® Advocate; "Powerful Call Center Routing That Leaves <i>Nothing</i> to Chance"; Lucent Technologies.	
R	Foster, Robin Harris and De Reyt, Stanny; "Re-inventing the Call Centre with Predictive and Adaptive Execution"; Lucent Technologies.	
S	"C@ll Center Solutions - 1998 Product of the Year"; http://www.praxon.com/news/art_2-99prodofyear.htm .	02/99
T	"Choosing the Best: CTI® Magazine's 1998 Products of the Year"; http://www.tmcnet.com/articles/ctimag/0199/ctipoty98.htm .	

EXAMINER

DATE CONSIDERED

MAY 19, 01

EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP § 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to the applicant.